

STATE OF MAINE

January 1, 2011

PUBLIC UTILITIES COMMISSION
Rulemaking: Chapter 130, Safety and
Accident Reporting Requirements

Docket No. 96-480

PUBLIC UTILITIES COMMISSION
Chapter 200 Telecommunications Carrier
Outage Reporting

Docket No. 2007-230

EMERGENCY SERVICES COMMUNICATION
BUREAU, Chapter 2, Requirements for the
Enhanced 9-1-1 Service Provider and Local
Exchange Carriers

Docket No. 2007-220

PUBLIC UTILITIES COMMISSION
Underground Facility Damage Prevention
Requirements (Chapter 895) Pursuant to
P.L. 2005, Chapter 334

Docket No. 2005-549

CONTACT PROTOCOL

Note: Redacted Version

This protocol is to update the notice procedure and contact list last issued on July 15, 2010, to be used by utilities making immediate or prompt notifications pursuant to Chapters 130, 200, and 895 of the Commission's Rules and Chapter 2 of the rules of the Emergency Services Communication Bureau (ESCB). The effective date for this protocol is January 1, 2011, and supersedes all previous notification instructions. ***Please distribute this information to all personnel in your utility that are responsible for notifying the Commission about emergencies, accidents, safety or security issues, underground facility damage, or service-related failures or outages.***

Chapter 130 of the Commission's Rules, in Section 3(1), requires all public utilities to provide immediate notice to the Commission of:

- any serious accident involving the loss of human life, and
- any event occurring upon a utility's premises or directly or indirectly arising from or connected with the maintenance or operation of its physical facilities or equipment that:
 - requires evacuation of the general public, or
 - results in, or is likely to result in, disruption of utility service to more than 500 customers or 1% of a utility's customers, whichever is greater, or to critical facilities identified by other public utilities, for a period of longer than 30 minutes.

That section requires that such notice be made “where such information has not already been reported pursuant to another Commission rule” (e.g., Chapter 200). That section also requires utilities to provide the immediate notice even if all of the information required for the notice is not yet available. PLEASE NOTE: vehicle accidents that involve utility poles do not require immediate notice unless there is a disruption of utility service that also meets the criteria above. Pursuant to §3(4) as part of its annual report to the Commission, each utility shall provide the number of known accidents in which motor vehicles struck and damaged or destroyed utility facilities or equipment, such as poles, guys, equipment cabinets, pedestals, pumping stations and hydrants.

In addition, Section 3(2) of Chapter 130 requires utilities to file a follow-up written report within 30 days of any serious accident or electrical contact that results in the loss of human life; personal injury requiring inpatient hospital admission; more than seven days’ lost work time of a utility employee or independent contractor; or property damage of \$50,000 or more, including the cost of lost gas in the case of gas and natural gas pipeline utilities. The utility shall address the written report to the Director of the Safety and Security Team, and shall provide a copy to the appropriate designated lead technical Staff. Pursuant to Chapter 130, if information required by this section is not available to the utility at the time of the immediate notice, the utility shall make the report with whatever information it has available. The utility shall supply missing information in an amended report to the Commission as soon as it becomes available.

Chapter 200 of the Commission’s Rules requires telecommunications carriers to notify the Commission of scheduled outages, unscheduled outages, and service restoration.

Section 6(C)(1) of Chapter 895 of the Commission’s Rules requires underground facility operators that experience a “serious damage prevention incident as defined in Section 2(S-1)” of that Rule, to “provide notice to the Commission immediately, after all urgent safety matters have been addressed, in a manner consistent with the most recent notification procedures provided by the Commission.” This document provides those procedures.

Chapter 2 of the Rules of the ESCB requires that the FairPoint E9-1-1 Response Center (FERC) be notified, on the ESCB’s behalf, of any unplanned E9-1-1 network service outage within 30 minutes of the outage. The Enhanced 9-1-1 Network includes any E9-1-1 circuit or facility such as: a Central Office to an E9-1-1 tandem trunk, ALI links between an E9-1-1 tandem and the ALI database, ALI links between a PSAP and the ALI database, and an E9-1-1 tandem to a PSAP trunk. Additionally, the ESCB requests that telecommunications carriers notify the FERC of any failure of a Remote or Central Office that causes the loss of 9-1-1 service as the result of isolation.

INCIDENT NOTIFICATION

Notice of all incidents that require immediate or prompt notice to the Commission, including major facilities failures, outages, security incidents, accidents,

and serious damage prevention incidents should be transmitted to the Commission by e-mail. See the attached confidential MPUC Contact List for details.

If an emergency exists for which prompt Commission or Staff action is likely to be needed, if required by Commission Rules, if an incident attracts significant interest from other government agencies or from the media, or if specifically requested by the primary Staff contact identified on the attached confidential MPUC Contact List, utilities shall also provide prompt telephone follow-up to the primary Staff contact (or alternate if the primary is not immediately available) at the Commission's offices (tel: 207-287-3831) during business hours. Telephone notification outside of Commission business hours should be directed to the Staff contact's cell phone if an emergency exists for which the utility requests prompt Commission response, or as specifically directed by the Staff contact. (See the confidential contact information attached.) Utilities making telephone notices should establish personal contact with appropriate Staff members, and shall not rely on voicemail messaging.

The e-mail notices should include all available information required by Section 3(1) of Chapter 130, and also Section 3 of Chapter 200 if applicable. As general guidance, the notice should include concise descriptions of what happened, where, and when. For outages, initial estimates of the number of customer accounts, specific services, and major facilities affected should be included. Preliminary estimates for restoration of services, and causes of the incident, to the extent known, should be provided.

Unless otherwise specified in a Commission Rule, immediate notice should be submitted as soon as the utility becomes aware of a reportable incident (within one hour) and should not be delayed until all details can be confirmed or restoration estimates can be developed. The Commission recognizes that such notices are preliminary in nature and are likely to be revised as more information becomes available, but needs to know about such incidents as soon as practicable.

With regard to outages, as further details about an incident become known and as more precise restoration estimates are developed, utilities should provide updated notices following the same procedures described above, at approximately eight-hour intervals, until restoration has been completed to all but one percent of the number of customer accounts affected by the incident, or 100 customer accounts, whichever is greater. Utilities should also report the clearing of an incident (e.g., when a facility is restored to service or at the end of an extended outage).

Copies of utility news releases related to major outages or other reportable events should also be provided via e-mail when issued.

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